

## **Travel Card Frequently Asked Questions:**

**1. What is Verification Information?** This is information that you give to Citibank to use in the event that your card is lost or stolen or when you have to activate a new card. When you call Citibank, they will want you to repeat this information to identify you as yourself. This information should be something that only you would know. Citibank requests that you use your mother's maiden (last) name.

**2. Do I have to pay my monthly bill in full?** Yes. You are required to pay your bill in full as you receive it. Partial payments can result in your account becoming suspended and eventually cancelled.

**3. What happens if I have a charge on my bill that I did not make?** Contact Citibank immediately. Ask them to note that the charge in question will be put into Dispute. Fill out the Dispute Form. Follow the instructions attached for filing it. Ignoring the charge simply because you did not make it only causes problems for you. You are responsible for the charges on your account.

**4. Can I use the card for anything as long as I pay it off each month?** NO. This card is strictly for travel purposes only. Any misuse of the card can result in disciplinary action from your supervisor.

**5. What if I don't receive a bill?** Contact Citibank Customer Service immediately. You are still responsible for paying the bill whether you receive it or not.

**6. What happens if my monthly bill becomes overdue?** Any bills not paid on time (before 30 days) puts your account in Pre-Suspension. From there, your account can be Suspended and then ultimately Cancelled. If your account is closed, it is very likely that Citibank will not consider re-opening it. This, like your own personal credit card, would put you into a Risk category. Citibank is under no obligation to give you back your card.

## **FAQs (continued)**

**7. What happens if I get charged a late charge?** You will be responsible for paying any and all late charges billed to your account. The Federal Government is not responsible for paying your late charges.

**8. Can I get my travel advance any time?** No. You should only access the ATM just prior to travel or while on travel. Accessing the ATM too early could result in billing while still on travel which may leave you with no means to pay your bill on time.

**9. Who signs Section VII as AOPC?** All applications must be sent to Beth Downs, W/CFO3, for signature. Citibank will not accept any applications without Beth's signature. Bypassing the NWS AOPC will only slow down the processing of your application.

**10. Can I fax my application to the NWS AOPC?** Yes. Fax to Beth Downs at 301-713-0662. **It is not necessary to send originals after faxing.** Please remember to write clearly.

**11. If a problem results on my account that is not of my making, is NWS responsible for fixing the problem?** No. No matter what problems or errors occur on your travel card account, **you** are responsible for fixing it. This is still a credit card in your name. This is to be handled just like any other credit card in your name.